

Enterprise Incident Report June 2011

As of 7/5/2011

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Tax Commission	1	672	3	676
	1	500	1	502
Customer Company Total	1	672	3	676
	1	500	1	502

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Tax Commission	1 0	672 64	3 1	676 65
Customer Company Total	1 0	672 64	3 1	676 65

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Tax Commission	1 0.00	672 0.56	3 0.50	676 0.56
Customer Company Total	1 0.00	672 0.56	3 0.50	676 0.56

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Tax Commission	1 0	672 35	3 0	676 35
Customer Company Total	1 0	672 35	3 0	676 35

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Tax Commission	1 0.00	672 1.01	3 0.65	676 1.00
Customer Company Total	1 0.00	672 1.01	3 0.65	676 1.00

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Detail

INC000000312285	Jan Duggar Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000314535	MV Salt Lake City Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.03 6.42
INC000000314955	Karen Lund Security	Application Sharon Smith	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.33 16.80
INC000000322511	MV Richfield Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.46 10.77
INC000000323019	Kimberly Barber Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 5.85
INC000000323025	Joshua Quarnberg Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.10 1.10
INC000000323090	Lamar Sayer Metro B Desktop Support	None Torri Randa	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.09 6.23
INC000000323212	Vanessa Rivas Metro B Help Desk	PC/Laptop Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.22 1.22
INC000000323289	Amy Hill Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323315	Diane Gibson Security	Network Sharon Smith	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.37
INC000000323337	Nancy Zullo Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323355	Camille Webb Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323361	Kimberly Barber Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323370	Craig Newton Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.56 14.56
INC000000323390	Ryan Sharp Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323396	Bruce Timothy Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000323408	Stephanie Vert Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323421	Donald Conger Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323464	LaDawn Hamp Metro B Help Desk	Network Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323465	Douglas Burwell Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323476	Kerry Chapman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323484	Kerry Chapman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	RealPlayer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323527	Melanie Palmer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323559	Kevin Park Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.19
INC000000323566	Beverly Beitel Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323575	Paula Vanikiotis Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	19.96 19.96
INC000000323577	Landon Gardner Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	12.30 12.39
INC000000323610	Gary Peart Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323613	June Washington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323643	Pauline Fisher Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323650	Alison Imlay Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323666	Marcy Dennerline Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323685	Jane Otis Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000323710	Pauline Fisher	Network	Password	None		TIR Missed:	No	TIR:	0.21
Security		Sharon Smith	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.67
INC000000323738	MV Ogden	None	None	None		TIR Missed:	Yes	TIR:	14.14
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	Yes	TTR:	14.31
INC000000323757	Joseph Bradbury	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323760	Dianna Wright	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323769	Mark Fluckiger	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323855	Vickie Perry	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	Yes	TIR:	5.11
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	Yes	TTR:	6.91
INC000000323882	Andrea Lindgren	None	None	None		TIR Missed:	No	TIR:	0.83
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.83
INC000000323895	Brandon Barlow	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323897	Deon Loynd	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	2.98
Metro B Desktop Support		Austin Farey	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	2.98
INC000000323974	Ryan Tucker	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324091	Steven Carlow	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324172	MV Roosevelt	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324185	MV Salt Lake City	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324215	Janette Woodhouse	None	None	None		TIR Missed:	Yes	TIR:	1.27
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	5.88
INC000000324223	Dolores Furniss	None	None	None		TIR Missed:	Yes	TIR:	1.02
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.02
INC000000324302	Brent Taylor	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.03
Voice Operations		Lois Schow	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000324318	Tyler McIntosh	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000324347	James Wolfe Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324349	Pat Sorensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324354	Lia Eckhardt Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324355	Ronald Mayo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324368	Ronald Mayo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324377	Earleen Cobb Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324385	Paula Vanikiotis Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324439	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324487	Karen Lingard Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324507	Cheryl A Sielhorst Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324550	Scott Draper Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.54 1.54
INC000000324576	Cheryl A Sielhorst Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324652	Deon Loynd Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324708	Jim Clayton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324750	Caralyn Streed Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Incident Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	23.12 67.12
INC000000324764	Inez Thomas Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.26 14.26
INC000000324778	Thoa Nguyen Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.59 2.98

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INC000000324944	Amy Arnn	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.50
INC000000324949	Howard Smith	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324958	David Bushman	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 2.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000325061	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325066	MV Farmington	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325071	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325125	Lindsey Boone	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325151	Dee Talbot	None	None	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325280	Aaron Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 6.39
INC000000325294	Jill Petrie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325309	Heidi Westbrook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325329	Tyler McIntosh	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325332	Carter Cassidy	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.20
	Help Desk	Brenda Treadway	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000325354	Vickie Perry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325369	Charlie Roberts	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325384	Cindy M Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325395	Oren Kimber	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000325402	Melanie Palmer Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325411	Cindy M Clark Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325451	Donald Conger Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325461	Cindy M Clark Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325486	Wendy Gianchetta Metro B Desktop Support	None Anthony Booyse	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.86
INC000000325545	Karen Lingard Metro B Desktop Support	None Jay Locker	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.00
INC000000325545	Karen Lingard Metro B Desktop Support	None Jay Locker	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000325545	Karen Lingard Metro B Desktop Support	None Jay Locker	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325545	Karen Lingard Metro B Desktop Support	None Jay Locker	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70
INC000000325552	Jane Phan Metro B Hosting	Network Paul Engberson	Incident Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.00 1.00
INC000000325566	Steve Coleman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325576	Lindsey Boone Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325606	Angelina Carr Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325610	Lynda Wood Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325614	MV Roosevelt Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325619	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325638	Said Hernandez Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000325641	Said Hernandez Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.37 6.37
INC000000325662	Patrick Morris Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325665	Delores Bair Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325686	Said Hernandez Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325698	Ruth Ann Jefferies Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325702	Victoria Youtsey Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325709	Patrick Morris Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325725	Inez Thomas Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.87 4.44
INC000000325761	Said Hernandez Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325769	Gene Petrie Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325791	Dee Talbot Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325808	Joseph Bradbury Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325813	Craig Newton Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325886	Said Hernandez Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325913	Jennifer Stanger Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.25
INC000000325932	Aaron Cook Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325963	Jeannie Warren Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000325978	Julie Salisbury	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325981	Rita C Martinez	Application	Error	ZENworks for Desktops		TIR Missed: Yes	TIR: 1.18
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.18
INC000000325993	Melanie Palmer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326002	Debra Frazier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326015	Stephen Reitz	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326033	MV South Valley	Application	Password	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326143	MV Junction	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326175	MV Citrix	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326196	Paula Vanikiotis	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326211	Dianna Wright	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326269	Victoria Youtsey	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.12
	Metro B Desktop Support	Austin Farey	Tax Commission	Medium	Closed	TTR Missed: No	TTR: 1.54
INC000000326276	Scott Stevens	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.06
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000326299	Tekiteki Vainuku	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326301	Rebecca Jackson	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326311	June Hesleph	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326329	Shane Maag	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326369	Lupe Holliday	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000326372	Betty Stearns	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326399	Jim McNair	None	None	None		TIR Missed: Yes	TIR: 4.66
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 7.60
INC000000326411	James Teton	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326422	Chris Routson	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326488	James Teton	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326642	Jennifer Stanger	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326677	Heather Jorgensen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.04
	Voice Operations	Annette Nielsen	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000326762	James Wolfe	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326769	Earl Thomas	Application	Error	Microsoft Windows XP Professio		TIR Missed: Yes	TIR: 4.43
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 4.43
INC000000326773	MV Green River	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326802	Randall Gardner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326804	Doug Brooks	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.04
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000326818	Pamela Pendleton	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326865	Aaron Cook	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.05
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000326920	Debra Frazier	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326939	Debra Frazier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000327053	Jeanette Sever	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000327202	Victoria Youtsey Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.71
INC000000327203	Barry Conover Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327212	Aaron Cook Security	Network Sharon Smith	Password Tax Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000327220	Terry Brimhall Voice Operations	Telecom Lois Schow	Call Management Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.33
INC000000327235	Susan Y Jensen Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.23
INC000000327253	Lynette Feil Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327258	John Collen Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.11
INC000000327272	Jill Guevara Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327283	Wood Sherri Security	Network Sharon Smith	Password Tax Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 0.96
INC000000327390	Julie Jones Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327426	Mike Fahey Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327435	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327489	Bea Tu Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327515	Susan Waters Voice/Data/WAN Services	Telecom Greg Blessing	Call/Receive Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.41
INC000000327553	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327567	Zenas Herdegen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	QuickBooks Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327591	Dan Engh Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000327597	Dan Engh Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327627	Pepper Culley Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.15
INC000000327651	Dean Drew Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327678	Lynette Feil Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327685	Earl Thomas Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.79
INC000000327770	MV Citrix Metro B Desktop Support	Network Sean Chadbourne	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 0.97
INC000000327799	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327836	Patty Sharp Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327839	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327848	Pamala Jorgensen Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.55 3.55
INC000000327868	Virpal Kaur Sidhu Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328024	Genny Peterson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328115	Lindsey Boone Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328119	Mary Morehouse Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328272	Julie Goins Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328294	Cynthia Williams Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328330	Julia Warga Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000328334	Carter Cassidy Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.76 11.31
INC000000328404	Alled Bates Metro B Help Desk	Application Gary Graham	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 3.00
INC000000328418	Fariba Labib Metro D Help Desk	Telecom Jed Patrick	Feature Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
INC000000328423	Alled Bates Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328424	Fariba Labib Voice Operations	Telecom Lois Schow	Feature Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.80
INC000000328458	Janet Thomas Help Desk	Telecom Brenda Treadway	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000328460	Steve Coleman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328518	Jeffrey Bawden Voice Operations	Telecom Annette Nielsen	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.87
INC000000328522	Jeffrey Bawden Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.23
INC000000328523	Karalynn Malcolm-Sugden Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Acrobat Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328536	Ronald Mayo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328566	Valerie Peterson Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	18.15 21.78
INC000000328571	Earl Thomas Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.61 2.61
INC000000328585	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328595	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328599	Shelley Brunetti Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328660	Joshua Quarnberg Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000328673	Mary Morehouse	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 8.17
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 9.07
INC000000328730	MV Richfield	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.64
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 3.90
INC000000328745	Pamala Jorgensen	Application	Reporting	None		TIR Missed: No	TIR: 0.61
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 3.72
INC000000328749	Kathleen Swartwout	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328856	MV Ogden	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328862	Dean Drew	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328911	Charlie Roberts	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.58
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.74
INC000000328917	Pamala Jorgensen	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328950	Brett Teuscher	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328971	Ruth Ann Jefferies	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329032	Deon Loynd	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329049	Bobbie Gavros	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329069	Julia Warga	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329079	Mary Morehouse	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329211	Scott Lawrence	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329215	Sandra Herbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329230	Earl Thomas	Application	Error	Sybase Open Client		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000329296	Joey Luke Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329308	Barbara Monk Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329344	Curtis Williams Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 1.97
INC000000329345	Joey Luke Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	Novell Messenger Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.69 8.69
INC000000329357	Stephen Reitz Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329373	Scott Lawrence Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329383	Priscilla Sims Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.51
INC000000329386	David Bushman Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329387	Dean Drew Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329390	Tiffany Harms Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329394	David Bushman Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329411	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329420	Earl Thomas Metro B Help Desk	Server Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329474	MV Logan Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.54 2.54
INC000000329497	Sandra Herbert Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329500	Laurie Lefevre Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329502	Mike Fahey Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000329566	Sandra Herbert	Network	Password	None		TIR Missed:	No	TIR:	0.78
Security	Jed Johnson	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	2.03
INC000000329588	Mike Fahey	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.76
Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	1.54
INC000000329622	Priscilla Sims	Telecom	None	None		TIR Missed:	No	TIR:	0.08
Voice Operations	Lois Schow	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.37
INC000000329636	Gay Green	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329643	Jinx Chase	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329653	Dean Drew	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329657	MV Provo	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329692	Julene Hampton	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329826	Gay Green	Network	Password	None		TIR Missed:	No	TIR:	0.55
Security	Sharon Smith	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	3.02
INC000000329941	Marcia Orr	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329943	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329944	MV Citrix	Network	Performance	None		TIR Missed:	Yes	TIR:	1.11
Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	1.11
INC000000329947	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329948	MV Citrix	Remote Connectivity	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.60
Network Operations	Kelli Okumura	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.82
INC000000330055	Jeff Carter	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000330075	Carrie Barker	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000330089	June Hesleph	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed		TTR Missed:	No	TTR:	0.00

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INC000000330126	Heather Carlson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330128	Carrie Barker Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000330136	Matthew Isom Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330201	MV Price Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330258	Heidi Ashdown Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 3.54
INC000000330281	Tam Le Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330288	Gay Green Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330296	Candace Hays Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330297	June Hesleph Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Flash Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330301	Bea Tu Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330307	David Bushman Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330311	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330313	Joey Luke Security	Network Sharon Smith	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
INC000000330342	Dan Engh Metro B Desktop Support	Mobile Devices Sean Chadbourne	Error Tax Commission	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 2.51
INC000000330365	Brook Abarca Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330386	Joey Luke Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330397	Allen Maxson Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.67 4.67

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INC000000330444	Colleen Conover Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330577	Dolores Furniss Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 3.14
INC000000330612	Cathy Maez Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: 2.93 TTR: 3.22
INC000000330694	June Hesleph Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330706	MV Provo Network Operations	Network Brian Chatwin	Performance Tax Commission	None Medium	TIR Missed: No TTR Missed: No	TIR: 0.37 TTR: 0.42
INC000000330758	Gerald Osborne Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: Yes TTR Missed: No	TIR: 1.51 TTR: 5.03
INC000000330780	Howard Smith Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330792	Howard Smith Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330834	Vickie Gritzmacher Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.32 TTR: 1.62
INC000000330871	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330958	Michael Waterfall Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330983	Adam Timmins Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: 0.20 TTR: 0.26
INC000000331065	Kristine Beckstrom Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000331204	Paula Vanikiotis Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.70
INC000000331272	Hao Tang Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000331361	Elaine Valdez Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000331365	Duane Kuehl Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000331369	Duane Kuehl	Telecom	None	None		TIR Missed: No	TIR: 0.45
	Voice Operations	Annette Nielsen	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000331370	Dennis Mitchell	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331374	Jane Wiseman	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331393	Patrick Morris	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.24
	Voice Operations	Annette Nielsen	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000331434	Keirstin Osness	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331446	Jane Phan	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331451	MV Junction	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331514	Gerald Osborne	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.44
INC000000331516	MV Kanab	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331522	Isaac Gunderson	Application	Reporting	None		TIR Missed: Yes	TIR: 3.36
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 16.09
INC000000331524	Angie Hillas	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331582	Ryan Tucker	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.18
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000331608	Heather Carlson	Application	Error	FrontEnd		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331625	Deon Loynd	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331636	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331644	D'Arcy Dixon Pignanelli	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331670	Victoria Youtsey	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000331671	Isaac Gunderson Metro B Desktop Support	None Austin Farey	None Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331705	Kay Martinez Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331706	Paula Vanikiotis Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331745	Pepper Culley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331757	Shelley Eastmond Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331758	MV South Valley Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331785	Douglas Hilton Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331876	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332009	MV Coalville Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332011	Kay Martinez Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.57 3.00
INC000000332045	Mary Morehouse Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332061	Duane Kuehl Voice Operations	Telecom Kelly Johnson	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.40
INC000000332074	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332176	Heidi Ashdown Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332181	Becky McKenzie Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332206	Becky McKenzie Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332258	Ryan Brown Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000332268	Holly Fiefia Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332273	Joseph Bradbury Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332288	George Petersen Metro B Desktop Support	PC/Laptop Sean Chadbourne	Virus Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.79
INC000000332347	MV Price Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332392	Michael Wilding Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332489	Dee Talbot Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Ipads Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332503	MV St George Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332600	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332624	Charlie Roberts Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332671	Tara Balle Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 1.77
INC000000332872	MV Richfield Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332959	Carrie Barker Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332963	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333205	Tawna Blodgett Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333226	Ryan Brown Metro B Desktop Support	Network Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333245	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333260	Pamela Raia Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000333262	Christine Fratto	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333266	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333267	Jane Phan	Network	Error	None		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 4.35
INC000000333270	Jackie Curtis-Jackman	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333271	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333278	Bruce Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	High	Closed	TTR Missed: No	TTR: 0.00
INC000000333279	MV South Valley	EIS Hardware	Scanner	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333283	MV Nephi	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333290	Jane Phan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333293	Cheryl Horowitz	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333294	MV Citrix	Application	Reporting	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333298	Janadean Mansfield	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333300	Frankie Greenleaf	Application	Error	None		TIR Missed: No	TIR: 0.05
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000333303	Gloria Spriggs	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333310	MV Ogden	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333312	Barry Conover	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000333322	MV Nephi	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000333323	MV Farmington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333333	Ann Dillenbeck Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.11
INC000000333352	MV Kanab Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333355	MV Fillmore Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.39
INC000000333369	Janadean Mansfield Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333371	Bruce Johnson Metro B Desktop Support	Mobile Devices Sean Chadbourne	Error Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.50 3.66
INC000000333375	Christine Robinson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333394	Cheryl Horowitz Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333406	MV Nephi Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333407	Ann Dillenbeck Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333412	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333444	Lia Eckhardt Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333471	Jane Phan Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 2.80
INC000000333481	Gary Peart Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333486	Jeanine Howells Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333504	Elizabeth Benadik Help Desk	Application Brenda Treadway	Error Tax Commission	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333510	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000333541	Ty Berger Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333577	Jane Phan Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333581	MV Salt Lake City Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333584	Carrie Barker Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333599	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333601	MV Citrix Network Operations	Network Kelli Okumura	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 5.13
INC000000333619	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333661	David Montgomery Metro B Hosting	Application Paul Engberson	Error Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.37 TTR: 1.37
INC000000333709	Lori Geary Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333729	MV Farmington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333772	June Hesleph Voice Operations	Telecom Kelly Johnson	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.21
INC000000333775	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333893	Larry Wursten Rural Central Desktop Support	EIS Hardware Paul Petersen	Printer Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.92 TTR: 1.92
INC000000333942	Craig Jolley Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000333947	Priscilla Sims Voice Operations	Telecom Kelly Johnson	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.43
INC000000333974	Jan Duggar Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: Yes	TIR: 0.29 TTR: 10.08
INC000000334034	MV Citrix Network Operations	Network Kelli Okumura	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.18

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INC000000334060	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334077	Jane Wiseman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334110	MV Ogden Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334150	Melinda Middleton Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334158	Amy Lopez Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334167	Cheryl A Sielhorst Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334173	Cindy M Clark Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334212	Douglas Burwell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334214	Christine Fratto Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334222	Bruce Johnson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334225	Pamela Raia Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334244	DJ Kruger Voice Operations	Telecom Lois Schow	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.58
INC000000334246	Carole Parker Voice Operations	Application Lois Schow	Error Tax Commission	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.55
INC000000334252	DJ Kruger Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334256	Carole Parker Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334260	Steve Coleman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334262	Steve Coleman Voice Operations	Telecom Lois Schow	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.42

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INC000000334271	Kay Martinez Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334284	Heidi Reilly Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334285	Nikki Vasquez Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334291	Tom Williams Metro B Help Desk	None Gavin Barney	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334299	Lindsey Boone Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334307	Mia Detton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334327	Tony Zampedri Metro B Desktop Support	None Sean Chadbourne	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 2.28
INC000000334332	Dan Engh Billing	Billing Sara Huff	None Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.62 7.65
INC000000334333	Dan Engh Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334443	Leann Tolino Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334501	Valerie Peterson Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334517	Beverly Beitel Metro B Desktop Support	EIS Hardware Sean Chadbourne	Scanner Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.22 11.22
INC000000334525	Jennifer Stanger Voice Operations	Telecom Gail Christiansen	Call/Receive Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 1.58
INC000000334533	Jan Duggar Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334537	Lia Eckhardt Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	15.43 18.29
INC000000334545	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.81
INC000000334571	Heidi Ellison Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.95

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INC000000334587	MV Salt Lake City Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334617	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334650	MV Milford Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334697	Randall Gardner Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334707	Ralph Hoggan Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334709	Randall Gardner Help Desk	Telecom James Stearns	None Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.65
INC000000334730	Kristi Carter Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334734	Randall Gardner Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.25
INC000000334750	Julene Hampton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334790	Sarah Birch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334793	MV Salt Lake City Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.29 2.29
INC000000334873	Kimberly Jensen Help Desk	Application James Stearns	Password Tax Commission	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.04
INC000000334906	MV Farmington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334949	Larry Hatch Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334952	Ryan Tucker Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.24
INC000000334957	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334985	MV Farmington Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 0.85

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INC000000334992	Mark Maxfield	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335067	Mark Kaleta	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335070	Angelina Carr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335080	MV Salt Lake City	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.64
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: Yes	TTR: 8.02
INC000000335081	Stephen Anderson	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.12
	Voice Operations	Lois Schow	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.34
INC000000335088	Christine Fratto	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335099	Keith Gardner	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335118	Kerry Chapman	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.12
	Voice Operations	Annette Nielsen	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.18
INC000000335146	Larry Hatch	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.52
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 1.35
INC000000335155	MV Citrix	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335156	Earl Thomas	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: Yes	TTR: 8.14
INC000000335162	Dylan Jacobs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335177	Eric McPherson	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335190	Angelina Carr	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335191	Inez Thomas	Application	Error	GenTax	TIR Missed: Yes	TIR: 1.68
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: Yes	TTR: 9.12
INC000000335235	Angelina Carr	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000335252	Alicia Stinson	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.22
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 1.52

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INC000000335302	Betty Stearns Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335420	Jane Wiseman Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335441	Jeffrey Ertel Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335444	Dean Powell Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335540	Robert Farnes Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335543	Julie Hird Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335544	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335561	Dylan Jacobs Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 24.68
INC000000335593	Tam Le Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335610	Dawn Alumbaugh Capitol Desktop Support	PC/Laptop Scott Wunderlich	Hardware Tax Commission	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.51
INC000000335637	Connie Bean Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.99 12.33
INC000000335702	Cappi Stamper Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.32 12.32
INC000000335716	Carrie Luna Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335739	Jan Duggar Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335778	Debra Frazier Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335805	DJ Kruger Voice Operations	Telecom Julie Sabato	Call Management Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000335811	Angelina Carr Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000335816	Jennifer Johnson	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.05
	Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000335825	Christine H Barber	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335826	Brad Simpson	Network	Password	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335827	Ryan Brown	Network	Password	State Payroll Time Entry System		TIR Missed: No	TIR: 0.54
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000335830	Larry Hatch	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335835	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335838	Mark Wiedeman	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335847	Kay Martinez	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335867	Lance Lamb	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000335868	Mary Morehouse	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335907	MV Cedar City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335931	MV Farmington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335935	MV Farmington	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335937	Dylan Jacobs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336027	Dennis Mitchell	None	None	None		TIR Missed: Yes	TIR: 1.49
	Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.49
INC000000336028	Melissa Solomon	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.25
	Voice/Data/WAN Services	Mitch Hood	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000336032	Kimberly Johnson	EIS Hardware	PC/Laptop	None		TIR Missed: Yes	TIR: 1.47
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.47

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INC000000336043	Jan Duggar Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.79 7.53
INC000000336051	Sandy Crane Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336055	Donald Conger Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336066	Paula Turner Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336115	Sandy Crane Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336159	Diane Gibson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336179	Patrick Morris Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000336182	Kevin Harris Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000336202	Kevin Harris Metro D Help Desk	None Doug Brown	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336203	Delores Bair Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336239	MV South Valley Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336273	MV Provo Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	15.33 15.81
INC000000336419	Mariah McAfee Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336420	Cappi Stamper Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336426	Lia Eckhardt Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.88 13.15
INC000000336517	Ken Lefevre Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000336521	Ken Lefevre Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09

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INC000000336550	Cheryl Keener	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336701	Monika Wheaton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336764	Mike Lee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336772	Sherry Bushnell	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336780	Floyd Bergener	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336800	Shannon Stones	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336832	Bryan Bowles	Application	Error	None		TIR Missed: Yes	TIR: 3.35
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: Yes	TTR: 8.79
INC000000336839	Tara Whatcott	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.72
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 3.20
INC000000336841	Jeanette Sever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336855	Vickie Perry	Application	Error	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336858	Jeanette Sever	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.09
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000336863	William Kowalowski	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.45
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 2.93
INC000000336905	Eric McPherson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336913	MV Salt Lake City	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336923	Alan Dunlap	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336977	MV Citrix	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336978	MV Farmington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000337012	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337030	Lamar Sayer Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337060	Dee Talbot Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337067	Arthur Brownell Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337072	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337080	Tara Whatcott Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337092	Tara Whatcott Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.33
INC000000337123	Scott Mann Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337127	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337129	Rod Boogaard Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 5.31
INC000000337169	MV Citrix Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 4.77
INC000000337174	Janet S Taylor Security	Application Sharon Smith	Error Tax Commission	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.63
INC000000337209	MV St George Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337279	Bea Tu Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337299	Melissa Solomon Voice Operations	Telecom Lois Schow	Call Management Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.28
INC000000337316	Bea Tu Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337335	Beverly Beitel Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.13

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INC000000337350	Sharee Webb Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337363	Amy Hill Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337371	MV Farmington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337372	MV Kanab Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000337437	MV St George Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337441	MV Coalville Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337465	Adrian Bishop Help Desk	None Eileen Dubach	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 0.69
INC000000337468	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337481	MV South Valley Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337511	John Collen Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337545	Amy Lopez Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337590	Susan Y Jensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.18
INC000000337602	Michael L Davis Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.82 5.72
INC000000337713	MV South Valley Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337720	Lonnie Holt Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337733	MV South Valley Metro C Desktop Support	EIS Hardware Ken Knobel	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.57 5.57
INC000000337809	Earl Thomas Metro B Help Desk	Application Brent Wishart	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000337915	Dana Johnson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337919	Tara Whatcott Metro B Help Desk	Application Gavin Barney	Reporting Tax Commission	Sybase Open Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.97
INC000000337964	Bruce Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338005	Dean Powell Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338023	Lupe Holliday Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338029	MV Citrix Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.00 2.05
INC000000338032	Kay Martinez Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338035	Warren Webb Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338039	Jane Wiseman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338110	Rod Boogaard Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338173	Susan Hoggan Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338201	Michele Espina Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338216	John Collen Metro B Help Desk	Network Brent Wishart	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 1.26
INC000000338275	Jennifer Stanger Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338301	John Collen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 2.01
INC000000338306	Susan D Bowman Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338311	James Wolfe Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000338324	Tyler McIntosh Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338371	John Collen Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338373	Jayne Gallo Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338377	Joseph Bradbury Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338380	Sarah Moller Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338383	Jackie Bate Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338393	Tiffany Harms Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338400	Jim Shaw Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338407	Betty Stearns Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338411	Diane Gibson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338421	Karen Bryant Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338426	Bryan Jackson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338435	Ryan Tucker Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338439	Miralee Kelsey Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338443	Allan Shinney Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338446	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338451	Elaine Valdez Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000338453	Keirstin Osness Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338459	Shelley Eastmond Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338467	Kindra Gbur Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338477	Bryan Jackson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338480	Ashley LaMarca Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338486	Cheryl A Sielhorst Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Java Platform SE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338487	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338489	Keirstin Osness Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338491	David Swan Metro B Help Desk	Network Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338502	Kerry Chapman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338505	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338506	Warren Webb Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338508	Wendy Du Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338510	Alisi Tupou Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338512	Christine Robinson Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338514	Allied Bates Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338515	Ann Dillenbeck Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000338516	Julia Warga	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338517	Kay Riche	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338518	Ray Paulsen	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338519	Brandi Mascarenas	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338523	Joanne Phillips	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338526	Arthur Brownell	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338530	Deann Clark	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338537	Nancy Telford	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338540	Dee Talbot	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338544	Oren Kimber	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338547	Chris Routson	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338548	Susan D Bowman	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338564	MV Citrix	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338567	Karen Bryant	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338573	Christine Robinson	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338574	Cindy Morrison	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338575	Jan Duggar	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000338580	Mary M Lewis	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338581	Wendy Gianchetta	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338584	Ryan Pollard	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338586	Ruth Ann Jefferies	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338594	Jan Marshall	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338595	Shawn Seward	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338603	Karen Bryant	Application	Error	Novell eDirectory		TIR Missed:	Yes	TIR:	1.09
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.33
INC000000338611	Rod Boogaard	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338634	Ryan Brown	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338764	Carolyn Goodwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338778	MV St George	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338796	Karen Bryant	Application	Error	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338804	Beverly Beitel	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338829	Leann Tolino	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338846	Jennifer Stanger	Application	Error	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338885	MV South Valley	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338962	Sherri Wood	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000339045	MV Roosevelt Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339051	Duane Kuehl Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339330	Devin Scott Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339332	Andrea Lindgren Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339344	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339364	Aaron Nichols Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339372	Candace Hays Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339379	Veronica Washburn Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339411	Brandon Barlow Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.30 6.27
INC000000339439	Jan Duggar Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.14 2.14
INC000000339448	MV Citrix Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339451	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339466	MV Provo Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339482	Tara Whatcott Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13
INC000000339490	Caralyn Streed Metro C Help Desk	None Reed Stohel	None Tax Commission	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339497	MV Ogden Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339559	MV Randolph Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000339564	Charlie Roberts	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339583	Francine Corbridge	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339584	Francine Corbridge	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339590	Kim Jones	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339614	Earl Thomas	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339617	Earl Thomas	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339764	Joseph Bradbury	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339793	Lemaima Fitiao	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.04
	Voice Operations	Lois Schow	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000339850	Charlie Roberts	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339852	Tawna Blodgett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339920	Miralee Kelsey	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339926	Mia Detton	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000339991	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000340027	MV Citrix	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00